

# MANUFACTURING EXTENSION PARTNERSHIP

## Success Stories from the Field

### **Marshall Manufacturing Corp.**

#### **Tennessee Manufacturing Extension Partnership**

#### **TMEP Assists Marshal Manufacturing in Implementing an ISO 9001 System**

##### **Client Profile:**

Marshal Manufacturing Corporation, located in Lewisburg, Tennessee, provides precision-machined nuts, bolts and other hardware. The Lewisburg facility employs 138 people.

##### **Situation:**

Marshal Manufacturing had come to the point where it needed to implement a Quality Management System (QMS). Without a proven and documented quality management system neither of the company's two plants, one in Tennessee and one in Florida, could continue to serve its existing customers let alone grow the business. Company president, Dan Stilz, decided that Marshal Manufacturing needed outside assistance to implement an ISO 9001 system and called the Tennessee Manufacturing Extension Partnership (TMEP), a NIST MEP network affiliate, for assistance.

##### **Solution:**

TMEP's ISO consultant provided Marshal Manufacturing with a plan for implementation and guided the company through the implementation and registration. This project not only enabled the company to become ISO certified but also enabled the company president to manage through a difficult time due to the failing health of his Florida plant manager.

##### **Results:**

- \* Implemented QMS.
- \* Retained existing business and gained new customers.
- \* Increased and retained sales of \$5.2 million.
- \* Achieved ISO 9001 certification.
- \* Invested in plant, equipment, and substantial workforce training.

##### **Testimonial:**

"TMEP is vital to the success of the small business sector of our economy. The financial investments that come from the federal government should be enhanced if small businesses are to remain competitive. Our ISO certification program was a success because of TMEP's contributions."

W. Dan Stilz, President